



CapTel

FCC COMPLAINT LOG

2008

Complaint Tracking for CapTel (06/01/2007 - 05/31/2008). Total Customer Contacts: 386

<u>Tally</u>	<u>Date of Complaint</u>	<u>Nature of Complaint</u>	<u>Date of Resolution</u>	<u>Explanation of Resolution</u>
1	05/30/08	Accuracy of captions	05/30/08	Customer cited a call with her son on 5/29 where the words "curtains and wallpaper" were transcribed differently. Customer did not give a time or a Communication Assistant number for this call. Customer Service Representative apologized for incidence and thanked customer for the feedback. Advised customer that if they document the date, time, Communication Assistant # we can provide more specific follow up with the Communication Assistant.
2	05/30/08	Technical - General	05/30/08	Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.
3	05/30/08	Accuracy of captions	05/30/08	Customer shared feedback regarding accuracy of captions, mostly the spelling of names. Customer Service Representative apologized for incidence and thanked customer for the feedback. Suggested customer document the date, time, Communication Assistant # for more specific follow up with the Communication Assistant. Customer is a new CapTel user. Explaining captioning process showed her why names might not be spelled correctly. CSR also explained error correction process. Customer was satisfied.

4	05/28/08	Technical - General	05/29/08	<p>Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.</p>
5	05/28/08	Accuracy of captions	05/28/08	<p>Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that this information was shared with appropriate captioning service staff for follow up. Data provided by customer passed on to Milwaukee call center, seems Communication Assistant needed more coaching in proper call handling skills, which was provided. Advised customer accordingly.</p>
6	05/28/08	Billing - General	05/28/08	<p>Discussed billing and took appropriate action.</p>

7	05/23/08	Accuracy of captions	05/23/08	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that this information was shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, Communication Assistant # for more specific follow up.
8	05/22/08	Accuracy of captions	05/22/08	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that this information was shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, Communication Assistant # for more specific follow up.
9	05/21/08	Technical - General	05/21/08	Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

10	05/21/08	Accuracy of captions	05/21/08	<p>After forwarding call information to Captioning Service management, investigation identified that the unusual, nonsensical words customer experienced are referred to as "phantom words." This can happen if the Communication Assistant's microphone picks up extraneous noise in the area and cannot interpret it as words. Call Center personnel followed up with the captionist to advise the Communication Assistant to be more diligent about using the Mute when needing to cough, clear throat, sneeze, etc.</p>
11	05/21/08	Disconnect/Reconnect during calls	05/21/08	<p>Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.</p>
12	05/19/08	Technical - General	05/19/08	<p>Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.</p>

13	05/16/08	Accuracy of captions	05/16/08	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, Communication Assistant # for more specific follow up with Call Center supervisor and Communication Assistant.
14	05/16/08	Accuracy of captions	05/16/08	Customer shared feedback regarding wrong words that were not corrected. Customer Service Representative apologized for incidence and thanked customer for the feedback. Advised customer that if they document the date, time, Communication Assistant # we can take more specific action with call center personnel. Customer said they would let us know if they observe this again.
15	05/15/08	Captions Lag too far behind voice	05/15/08	Customer shared feedback regarding delay of captions during their call. Suggested customer document the date, time, Communication Assistant # for more specific follow up so that we can try to find the cause of the delay. Briefly discussed that captioning delay may be caused by phone line quality, Communication Assistant transcription of words voice recognition does not recognize, or by how fast the other party is talking. Customer's experience does not impact compliance with FCC rules for 60 wpm text transmission.

16	05/15/08	Accuracy of captions	05/15/08	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that this information was shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, Communication Assistant # for more specific follow up.
17	05/15/08	Captions Lag too far behind voice	05/15/08	Customer shared feedback regarding captioning delay after spoken words. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, Communication Assistant # for more specific follow up. Customer's experience does not impact compliance with FCC rules for 60 wpm text transmission.
18	05/14/08	Captions - stop in middle of call	05/14/08	Investigation revealed a technical problem logged on referenced call. Apologized to customer for this incidence. Advised customer that with his 2-Line set up he can press the Caption button off then on again to establish a new connection, yet maintain the connection with the other party on Line 1. Customer satisfied.

19	05/13/08	Technical - General	05/13/08	Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.
20	05/13/08	Technical - General	05/13/08	Technical Support made adjustment so that CapTel user can successfully make captioned call to 800 number that was not configured to accept TRS calls.
21	05/12/08	Technical - General	05/13/08	Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

22	05/12/08	Technical - General	05/12/08	<p>Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.</p>
23	05/07/08	Accuracy of captions	05/07/08	<p>Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that this information was shared with appropriate captioning service staff for follow up. Provided research information and call specifics to call center, appears to be voice recognition software error. Advised customer accordingly.</p>
24	05/07/08	Dialing Issue - Phone line does not require 1 when dialing 800 number	05/07/08	<p>Technical support removed "1" from unit's "data-in" outbound dialing number as the customer's office line did not require a 1. Customer able to successfully make outbound captioned call after this adjustment.</p>

25	04/30/08	Technical - General	04/30/08	Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.
26	04/29/08	Billing - General	04/29/08	Confirmed long distance charges were billed to the default carrier prior to customer's COC billing registration with CapTel. Customer acknowledged agreement of this finding.
27	04/28/08	Technical - General	04/29/08	Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

28	04/28/08	Technical - General	05/07/08	Company's toll-free 800 number configuration not allowing proper processing of TRS calls. Contacted owner of the 800 number to request they adjust the configuration of the number to allow TRS (OLI 60) calls to that number. Owner of toll-free number is working on making this adjustment. In the meantime, investigating alternate toll number for customer to use until toll-free issue is resolved.
29	04/28/08	Disconnect/Reconnect during calls	04/28/08	Explained the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
30	04/28/08	Billing - General	04/28/08	Discussed need to register long distance carrier of choice with caller and registered caller's long distance preference accordingly. Customer received billing from the default relay carrier.

31	04/23/08	Echo Sounds - CapTel user hears	04/23/08	Shared tips with customer to reduce echo on the line such as adjusting volume and tone settings. Advised customer to perform physical and electronic reset of the phone.
32	04/22/08	Accuracy of captions	05/01/08	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback. Suggested customer document the date, time, Communication Assistant # for more specific follow up. Customer followed up with a detailed example which was shared with Call Center management for follow up with the Communication Assistant.
33	04/21/08	Technical - General	04/21/08	This customer stated they experienced a "fast busy" when attempting their outbound call. At approximately 8:45 a.m. 4/20/08, the CapTel Call Center identified a problem with a network circuit. During this time, the Call Center continued to process calls and service level and ASA were not affected. The matter was fully corrected at approximately 9:50 a.m. Customer Service Representative confirmed the customer was able to make their call upon trying again.

34	04/21/08	Technical - General	04/21/08	<p>This customer stated they experienced a "fast busy" when attempting their outbound call. At approximately 8:45 a.m. 4/20/08, the CapTel Call Center identified a problem with a network circuit. During this time, the Call Center continued to process calls and service level and ASA were not affected. The matter was fully corrected at approximately 9:50 a.m. Customer Service Representative confirmed the customer was able to make their call upon trying again.</p>
35	04/21/08	Technical - General	04/21/08	<p>This customer stated they experienced a "fast busy" when attempting their outbound call. At approximately 8:45 a.m. 4/20/08, the CapTel Call Center identified a problem with a network circuit. During this time, the Call Center continued to process calls and service level and ASA were not affected. The matter was fully corrected at approximately 9:50 a.m. Customer Service Representative confirmed the customer was able to make their call upon trying again.</p>
36	04/21/08	Technical - General	04/21/08	<p>Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.</p>

37	04/20/08	Technical - General	04/20/08	<p>This customer stated they experienced a "fast busy" when attempting their outbound call. At approximately 8:45 a.m. 4/20/08, the CapTel Call Center identified a problem with a network circuit. During this time, the Call Center continued to process calls and service level and ASA were not affected. The matter was fully corrected at approximately 9:50 a.m. Customer Service Representative confirmed the customer was able to make their call upon trying again.</p>
38	04/18/08	Accuracy of captions	04/18/08	<p>Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback. Suggested customer document the date, time, Communication Assistant # for more specific follow up.</p>
39	04/17/08	Billing Issue - Calling Card - unable to use	04/17/08	<p>Technical Support made an adjustment to allow CapTel user to place long distance captioned calls without incurring long distance charges. Customer satisfied with resolution.</p>

40	04/16/08	Accuracy of captions	04/17/08	Customer shared feedback regarding captions during a specific call where the customer received a word on their display screen and it seems the other party did not say this specific word. Customer Service Representative thanked customer for the feedback and shared incidence with Call Center management for follow up with the captionist.
41	04/16/08	Dialing Issue - Phone line does not require 1 when dialing 800 number	04/16/08	Customer's phone technician advised CapTel Customer Service that a "1" is not required when dialing a toll-free number. Tech support removed "1" from data-in caption number for customer's unit.
42	04/15/08	Accuracy of captions	04/15/08	Customer shared feedback regarding random words in the captioning of a voice mail message. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that this information was shared with call center management for follow up with the specific captionist.

43	04/14/08	Disconnect/Reconnect during calls	04/14/08	<p>Sent information to customer explaining the difference between a CapTel phone and a traditional phone.</p> <p>Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.</p>
44	04/10/08	Billing - General	04/10/08	<p>Suggested customer advise her long distance callers to register their long-distance carrier to avoid getting a carrier message telling them to register.</p>
45	04/10/08	Dialing Issue - Unable to dial regional 800 number	04/10/08	<p>Technical Support made adjustment so that CapTel user can successfully make captioned call to regional 800 number.</p>

46	04/09/08	Technical - General	04/09/08	Identified that calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Customer confirmed this resolved inability to dial out with captions.
47	04/09/08	Answering machine message retrieval	04/09/08	Provided customer with tips to try when retrieving answering machine messages. Suggested customer document the date, time, Communication Assistant # on any captioned messages customer would like more specific follow up on with captioning personnel.
48	04/08/08	Technical - General	04/11/08	Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

49	04/07/08	Billing Issue - Calling Card - unable to use	04/18/08	Technical Support made an adjustment to allow CapTel user to place long distance captioned calls without incurring long distance charges.
50	04/07/08	Disconnect/Reconnect during calls	04/07/08	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
51	04/04/08	Disconnect/Reconnect during calls	04/04/08	Explained to customer the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring. Advised customer that occurrence seems to be isolated to just one call. Customer will report if situation continues.

52	03/31/08	Disconnect/Reconnect during calls	03/31/08	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent letter with tips to reduce their occurrence.
53	03/28/08	Captions - stop in middle of call	03/28/08	Customer shared feedback regarding captions halting mid-conversation. Customer Service Representative apologized for incidence and thanked customer for the feedback. Follow up with the Call Center management and tech support resulted in an inconclusive cause as to why this occurred.
54	03/25/08	Technical - General	04/08/08	Technical support made an adjustment to remove reduced connect time status of the customer's number to resolve their experience. Customer now able to make their call to CapTel user successfully from this specific number using a lengthy calling card and pin number.

55	03/20/08	Accuracy of captions	03/20/08	Customer provided an example regarding an inaccurate captioned word. Customer Service Representative apologized for incidence and thanked customer for the feedback. Informed the customer that information can be shared with appropriate captioning service staff provided the date, time, Communication Assistant # for more specific follow up.
56	03/20/08	Accuracy of captions	03/20/08	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback. Suggested customer document the date, time, Communication Assistant # so we could take further action. Customer returned with a Communication Assistant # of a call that had a word error that confused her. Example was shared with Call Center Management and follow up occurred with the Communication Assistant.
57	03/18/08	Accuracy of captions	03/18/08	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that this information was shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, Communication Assistant # for more specific follow up.

58	03/18/08	Billing - General	03/18/08	Discussed need to register long distance carrier of choice with caller and registered voice user accordingly.
59	03/17/08	Technical - General	03/17/08	SS7 equipment problem identified. At approximately 2:30 a.m. on 3/15/08 this was resolved. During this time, the Captioning Service Call Center was actively taking calls with only a few calls being affected. Confirmed with the customer their ability to make calls. Customer was reporting incident from prior days.
60	03/17/08	Billing - General	03/17/08	Assisted CapTel user with registering their Florida phone number with their preferred long distance provider due to their getting a relay default carrier bill. Explained that CapTel does not actually bill long distance charges, that is done through their phone company or the state's default provider.

61	03/17/08	Technical - General	03/17/08	<p>Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance</p>
62	03/14/08	Caller ID	03/14/08	<p>SS7 equipment problem identified. At approximately 2:30 a.m. on 3/15/08 this was resolved. During this time, the Captioning Service Call Center was actively taking calls with only a few calls being affected. Confirmed with the customer the true CID capabilities are operational.</p>
63	03/14/08	Technical - General	03/15/08	<p>SS7 equipment problem identified. At approximately 2:30 a.m. on 3/15/08 this was resolved. During this time, the Captioning Service Call Center was actively taking calls with only a few calls being affected. Confirmed with the customer their ability to make calls.</p>

64	03/14/08	Technical - General	03/15/08	<p>SS7 equipment problem identified. At approximately 2:30 a.m. on 3/15/08 this was resolved. During this time, the Captioning Service Call Center was actively taking calls with only a few calls being affected. Confirmed with the customer their ability to make calls.</p>
65	03/14/08	Technical - General	03/15/08	<p>SS7 equipment problem identified. At approximately 2:30 a.m. on 3/15/08 this was resolved. During this time, the Captioning Service Call Center was actively taking calls with only a few calls being affected. Confirmed with the customer their ability to make calls.</p>
66	03/14/08	Technical - General	03/15/08	<p>SS7 equipment problem identified. At approximately 2:30 a.m. on 3/15/08 this was resolved. During this time, the Captioning Service Call Center was actively taking calls with only a few calls being affected. Confirmed with the customer their ability to make calls.</p>

67	03/14/08	Technical - General	03/15/08	<p>SS7 equipment problem identified. At approximately 2:30 a.m. on 3/15/08 this was resolved. During this time, the Captioning Service Call Center was actively taking calls with only a few calls being affected. Confirmed with the customer their ability to make calls.</p>
68	03/14/08	Technical - General	03/15/08	<p>SS7 equipment problem identified. At approximately 2:30 a.m. on 3/15/08 this was resolved. During this time, the Captioning Service Call Center was actively taking calls with only a few calls being affected. Confirmed with the customer their ability to make calls.</p>
69	03/14/08	Accuracy of captions	03/14/08	<p>Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that this information was shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, Communication Assistant # for more specific follow up.</p>

70	03/14/08	Technical - General	03/15/08	SS7 equipment problem identified. At approximately 2:30 a.m. on 3/15/08 this was resolved. During this time, the Captioning Service Call Center was actively taking calls with only a few calls being affected. Confirmed with the customer their ability to make calls.
71	03/14/08	Technical - General	03/15/08	SS7 equipment problem identified. At approximately 2:30 a.m. on 3/15/08 this was resolved. During this time, the Captioning Service Call Center was actively taking calls with only a few calls being affected. Confirmed with the customer their ability to make calls.
72	03/14/08	Technical - General	03/15/08	SS7 equipment problem identified. At approximately 2:30 a.m. on 3/15/08 this was resolved. During this time, the Captioning Service Call Center was actively taking calls with only a few calls being affected. Confirmed with the customer their ability to make calls.

73	03/14/08	Technical - General	03/14/08	<p>SS7 equipment problem identified. At approximately 2:30 a.m. on 3/15/08 this was resolved. During this time, the Captioning Service Call Center was actively taking calls with only a few calls being affected. Confirmed with the customer their ability to make calls.</p>
74	03/13/08	Captions Lag too far behind voice	03/13/08	<p>Customer shared feedback regarding the delay in text after the spoken word. Customer Service Representative apologized for incidence and thanked customer for the feedback. Educated consumer on how captions are generated using voice recognition and that it is normal to experience 4-5 seconds of delay as the transcription translates the spoken word. Suggested customer document the date, time, Communication Assistant # of any calls customer notes are beyond the norm. Customer agrees the transcription speed is well above the FCC requirements of 60 words per minute.</p>
75	03/12/08	Accuracy of captions	03/12/08	<p>Customer shared feedback regarding the accuracy of captions from the second Communication Assistant who took over a long duration call. Customer Service Representative shared the call information with appropriate captioning service staff for further investigation. It seems the second Communication Assistant did have difficulties comprehending the audio and providing the captions during this call. Captioning Service management followed up with Communication Assistant and addressed the concern with the quality of the captions.</p>

76	03/07/08	Disconnect/Reconnect during calls	03/07/08	Sent customer email with instructions to perform physical and electronic resets of CapTel phone. Also explained why disconnect/reconnect may be happening and gave tips to reduce the occurrence. Disconnect/reconnect has improved since information was given to customer. Customer satisfied.
77	03/06/08	Billing - General	03/06/08	Educated consumer on the need to register one's preferred long distance carrier to ensure billing to one's home account. Customer received the relay default carrier's billing, and was advised to contact the default carrier to discuss those charges. Registered customer to ensure billing to preferred carrier.
78	03/06/08	Disconnect/Reconnect during calls	03/06/08	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

79	03/05/08	Disconnect/Reconnect during calls	03/05/08	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent letter with tips to reduce their occurrence.
80	03/05/08	Dialing Issue - Unable to dial regional 800 number	03/06/08	Technical Support provided routing of call so CapTel user can use regional toll-free number.
81	03/04/08	Disconnect/Reconnect during calls	03/04/08	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

82	03/04/08	Accuracy of captions	03/04/08	Customer shared feedback regarding accuracy of captions on a sensitive call. Customer Service Representative apologized for incidence and thanked customer for the feedback. In addition, arranged for some consumer education support training to assist customer in learning how the captioning process works.
83	03/03/08	Billing - General	03/03/08	Explained importance of registering long distance carrier and offered to set up carrier of choice.
84	03/03/08	Billing - General	03/03/08	Informed customer that registering their preferred long distance provider will prevent billing from the state's default carrier.

85	03/01/08	Captions Lag too far behind voice	03/01/08	<p>Customer shared feedback regarding delay of captions during their calls. Customer Service Representative did further investigating of customer's experience and found two specific calls where the delay of captions was more than the norm of 4-5 seconds and caused by the specific captionists on the calls. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that this information was shared with appropriate captioning service staff for further follow up and training of the captionists. Transcription speed of call well exceeded FCC requirements of 60 words per minute.</p>
86	02/27/08	Captions Lag too far behind voice	02/27/08	<p>Customer shared feedback regarding captioning speed. Customer Service Representative thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, Communication Assistant # for more specific follow up.</p>
87	02/26/08	Technical - General	02/26/08	<p>Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.</p>

88	02/25/08	Accuracy of captions	02/25/08	<p>Customer shared generalized feedback regarding accuracy of captions for work CapTel phone. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that the feedback would be shared with appropriate captioning service staff. Advised customer that if they document the date, time, and Communication Assistant # we can do more precise follow up with the Communication Assistant and or Communication Assistant supervisor. Also provided information on how captions are generated and the process involved.</p>
89	02/20/08	Captions - stop in middle of call	02/20/08	<p>Investigated call and identified a pause in captioning. Reported incidence to call center management for follow up.</p>
90	02/20/08	Disconnect/Reconnect during calls	02/20/08	<p>Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent letter with tips to reduce their occurrence.</p>

91	02/20/08	Accuracy of captions	02/20/08	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that this information was shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, Communication Assistant # for more specific follow up.
92	02/19/08	Technical - General	02/22/08	Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.
93	02/18/08	Disconnect/Reconnect during calls	02/18/08	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

94	02/15/08	Accuracy of captions	02/15/08	Customer shared specific examples of accuracy of captions during two different captioned calls. Customer Service Representative thanked customer for the feedback and informed them that information was shared with center management for follow up with the specific Communication Assistants involved. Center personnel met with Communication Assistants involved regarding ways to improve captioning accuracy.
95	02/14/08	Disconnect/Reconnect during calls	02/14/08	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
96	02/13/08	Captions - dropped characters/garbled text	02/13/08	Customer shared feedback regarding the captions noting garbling and dropped characters. Customer Service Representative apologized for incidence and thanked customer for the feedback and suggested customer document the date, time, Communication Assistant # so that we can assist customer in identifying cause. Noted that voice recognition sends whole words thus something outside the center is causing this incidence.

97	02/13/08	Accuracy of captions	02/13/08	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback. Advised customer to document the date, time, Communication Assistant # for more specific follow up.
98	02/13/08	Captions Lag too far behind voice	02/13/08	Customer shared feedback regarding captioning speed. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, Communication Assistant # for more specific follow up.
99	02/12/08	Disconnect/Reconnect during calls	02/12/08	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring on their second phone line and sent email with tips to reduce their occurrence.

100	02/11/08	Captions - dropped characters/garbled text	02/11/08	<p>Customer shared feedback regarding the captions noting garbling and dropped characters. Customer Service Representative apologized for incidence and thanked customer for the feedback and suggested customer document the date, time, Communication Assistant # so that we can assist customer in identifying cause. Noted that voice recognition sends whole words thus something outside the center is causing this incidence. Shared this would be related to line or network routing conditions causing such incidence.</p>
101	02/11/08	Service - General	02/11/08	<p>On Wednesday February 6th, the CapTel call centers were impacted by a severe snow storm. The storm, the second largest in recorded history, resulted in Madison receiving over 13 inches of snow while Milwaukee received over 16 inches of snow over a few hours time. The Governor declared a state of emergency and called out the Wisconsin National Guard. Bus service in both cities stopped and plows were pulled off the roads reducing our staffing level for the evening shifts. Both centers remained open and fielded calls non-stop. Service levels started to decline at about 3:00 p.m. continuing through approximately 10 p.m. Consumers likely experienced long answer times. The state of emergency ended. Staffing capacity was restored.</p>

102	02/07/08	Service - General	02/07/08	<p>On Wednesday February 6th, the CapTel call centers were impacted by a severe snow storm. The storm, the second largest in recorded history, resulted in Madison receiving over 13 inches of snow while Milwaukee received over 16 inches of snow over a few hours time. The Governor declared a state of emergency and called out the Wisconsin National Guard. Bus service in both cities stopped and plows were pulled off the roads reducing our staffing level for the evening shifts. Both centers remained open and fielded calls non-stop. Service levels started to decline at about 3:00 p.m. continuing through approximately 10 p.m. Consumers likely experienced long answer times. The state of emergency ended. Staffing capacity was restored.</p>
103	02/07/08	Service - General	02/07/08	<p>On Wednesday February 6th, the CapTel call centers were impacted by a severe snow storm. The storm, the second largest in recorded history, resulted in Madison receiving over 13 inches of snow while Milwaukee received over 16 inches of snow over a few hours time. The Governor declared a state of emergency and called out the Wisconsin National Guard. Bus service in both cities stopped and plows were pulled off the roads reducing our staffing level for the evening shifts. Both centers remained open and fielded calls non-stop. Service levels started to decline at about 3:00 p.m. continuing through approximately 10 p.m. Consumers likely experienced long answer times. The state of emergency ended. Staffing capacity was restored.</p>

104	02/07/08	Service - General	02/07/08	<p>On Wednesday February 6th, the CapTel call centers were impacted by a severe snow storm. The storm, the second largest in recorded history, resulted in Madison receiving over 13 inches of snow while Milwaukee received over 16 inches of snow over a few hours time. The Governor declared a state of emergency and called out the Wisconsin National Guard. Bus service in both cities stopped and plows were pulled off the roads reducing our staffing level for the evening shifts. Both centers remained open and fielded calls non-stop. Service levels started to decline at about 3:00 p.m. continuing through approximately 10 p.m. Consumers likely experienced long answer times. The state of emergency ended. Staffing capacity was restored.</p>
105	02/07/08	Service - General	02/07/08	<p>On Wednesday February 6th, the CapTel call centers were impacted by a severe snow storm. The storm, the second largest in recorded history, resulted in Madison receiving over 13 inches of snow while Milwaukee received over 16 inches of snow over a few hours time. The Governor declared a state of emergency and called out the Wisconsin National Guard. Bus service in both cities stopped and plows were pulled off the roads reducing our staffing level for the evening shifts. Both centers remained open and fielded calls non-stop. Service levels started to decline at about 3:00 p.m. continuing through approximately 10 p.m. Consumers likely experienced long answer times. The state of emergency ended. Staffing capacity was restored.</p>

106	02/07/08	Service - General	02/07/08	<p>On Wednesday February 6th, the CapTel call centers were impacted by a severe snow storm. The storm, the second largest in recorded history, resulted in Madison receiving over 13 inches of snow while Milwaukee received over 16 inches of snow over a few hours time. The Governor declared a state of emergency and called out the Wisconsin National Guard. Bus service in both cities stopped and plows were pulled off the roads reducing our staffing level for the evening shifts. Both centers remained open and fielded calls non-stop. Service levels started to decline at about 3:00 p.m. continuing through approximately 10 p.m. Consumers likely experienced long answer times. The state of emergency ended. Staffing capacity was restored.</p>
107	02/07/08	Service - General	02/07/08	<p>On Wednesday February 6th, the CapTel call centers were impacted by a severe snow storm. The storm, the second largest in recorded history, resulted in Madison receiving over 13 inches of snow while Milwaukee received over 16 inches of snow over a few hours time. The Governor declared a state of emergency and called out the Wisconsin National Guard. Bus service in both cities stopped and plows were pulled off the roads reducing our staffing level for the evening shifts. Both centers remained open and fielded calls non-stop. Service levels started to decline at about 3:00 p.m. continuing through approximately 10 p.m. Consumers likely experienced long answer times. The state of emergency ended. Staffing capacity was restored.</p>

108	02/07/08	Service - General	02/07/08	<p>On Wednesday February 6th, the CapTel call centers were impacted by a severe snow storm. The storm, the second largest in recorded history, resulted in Madison receiving over 13 inches of snow while Milwaukee received over 16 inches of snow over a few hours time. The Governor declared a state of emergency and called out the Wisconsin National Guard. Bus service in both cities stopped and plows were pulled off the roads reducing our staffing level for the evening shifts. Both centers remained open and fielded calls non-stop. Service levels started to decline at about 3:00 p.m. continuing through approximately 10 p.m. Consumers likely experienced long answer times. The state of emergency ended. Staffing capacity was restored.</p>
109	02/07/08	Service - General	02/07/08	<p>On Wednesday February 6th, the CapTel call centers were impacted by a severe snow storm. The storm, the second largest in recorded history, resulted in Madison receiving over 13 inches of snow while Milwaukee received over 16 inches of snow over a few hours time. The Governor declared a state of emergency and called out the Wisconsin National Guard. Bus service in both cities stopped and plows were pulled off the roads reducing our staffing level for the evening shifts. Both centers remained open and fielded calls non-stop. Service levels started to decline at about 3:00 p.m. continuing through approximately 10 p.m. Consumers likely experienced long answer times. The state of emergency ended. Staffing capacity was restored.</p>

110	02/07/08	Service - General	02/07/08	<p>On Wednesday February 6th, the CapTel call centers were impacted by a severe snow storm. The storm, the second largest in recorded history, resulted in Madison receiving over 13 inches of snow while Milwaukee received over 16 inches of snow over a few hours time. The Governor declared a state of emergency and called out the Wisconsin National Guard. Bus service in both cities stopped and plows were pulled off the roads reducing our staffing level for the evening shifts. Both centers remained open and fielded calls non-stop. Service levels started to decline at about 3:00 p.m. continuing through approximately 10 p.m. Consumers likely experienced long answer times. The state of emergency ended. Staffing capacity was restored.</p>
111	02/07/08	Service - General	02/07/08	<p>On Wednesday February 6th, the CapTel call centers were impacted by a severe snow storm. The storm, the second largest in recorded history, resulted in Madison receiving over 13 inches of snow while Milwaukee received over 16 inches of snow over a few hours time. The Governor declared a state of emergency and called out the Wisconsin National Guard. Bus service in both cities stopped and plows were pulled off the roads reducing our staffing level for the evening shifts. Both centers remained open and fielded calls non-stop. Service levels started to decline at about 3:00 p.m. continuing through approximately 10 p.m. Consumers likely experienced long answer times. The state of emergency ended. Staffing capacity was restored.</p>

112	02/07/08	Service - General	02/07/08	<p>On Wednesday February 6th, the CapTel call centers were impacted by a severe snow storm. The storm, the second largest in recorded history, resulted in Madison receiving over 13 inches of snow while Milwaukee received over 16 inches of snow over a few hours time. The Governor declared a state of emergency and called out the Wisconsin National Guard. Bus service in both cities stopped and plows were pulled off the roads reducing our staffing level for the evening shifts. Both centers remained open and fielded calls non-stop. Service levels started to decline at about 3:00 p.m. continuing through approximately 10 p.m. Consumers likely experienced long answer times. The state of emergency ended. Staffing capacity was restored.</p>
113	02/06/08	Service - General	02/06/08	<p>On Wednesday February 6th, the CapTel call centers were impacted by a severe snow storm. The storm, the second largest in recorded history, resulted in Madison receiving over 13 inches of snow while Milwaukee received over 16 inches of snow over a few hours time. The Governor declared a state of emergency and called out the Wisconsin National Guard. Bus service in both cities stopped and plows were pulled off the roads reducing our staffing level for the evening shifts. Both centers remained open and fielded calls non-stop. Service levels started to decline at about 3:00 p.m. continuing through approximately 10 p.m. Consumers likely experienced long answer times. The state of emergency ended. Staffing capacity was restored.</p>

114	02/06/08	Disconnect/Reconnect during calls	02/06/08	Explained to customer what a disconnect/reconnect is and why they might occur. Customer experienced one particularly bad call, but otherwise does not have a chronic disconnect/reconnect issue.
115	02/04/08	Accuracy of captions	02/04/08	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback. Customer will report specific call (time, date, Communication Assistant#) in the future for investigation.
116	02/01/08	Disconnect/Reconnect during calls	02/01/08	Customer shared feedback regarding disrupted calls. Customer Service Representative apologized for incidence and thanked customer for the feedback and explained that disruptions were caused by phone line conditions (disconnect/reconnect). Problem seems to have been isolated to two calls.

117	01/30/08	Accuracy of captions	01/30/08	Customer provided a current example regarding inaccurate captioned words. Customer Service Representative apologized for incidence and thanked customer for the detailed example and Communication Assistant number and informed them that the information would be shared with appropriate captioning service staff for follow up. Verbatim detail was shared with Call Center management and follow up with the Communication Assistant occurred.
118	01/30/08	Captions Lag too far behind voice	02/08/08	Investigated incidence reported. Shared finding with customer and reported calls in question to Call Center management for follow up with the captionists involved. Captionists' supervisor will monitor Communication Assistant for smooth transcription. Transcription speed on these calls well exceeds FCC requirements. Work will be done to minimize the seconds of delay the CapTel user experiences between the voice and captions.
119	01/29/08	Captions - stop in middle of call	01/29/08	Technical research shows this was a one-time incident caused by severe phone line disruption to the data connection needed to sustain captions. Advised customer of findings. Customer agreed this was a one time incident and was satisfied knowing the cause.

120	01/28/08	Captions Lag too far behind voice	01/28/08	Customer shared feedback regarding captioning delay on a call. Investigation showed the Communication Assistant noted the call as troublesome due to multiple speakers at the same time and difficulty captioning overlapping voices. Customer Service Representative shared this finding with the customer.
121	01/28/08	Dialing Issue - Phone line does not require 1 when dialing 800 number	01/28/08	Technical support removed "1" from unit's "data-in" outbound dialing number. Customer able to make outbound captioned call after this adjustment.
122	01/28/08	Disconnect/Reconnect during calls	01/28/08	Explained to customer why disconnection/reconnection might be occurring and sent letter with tips to reduce their occurrence.

123	01/24/08	Accuracy of captions	01/24/08	Customer shared specific examples of accuracy of captions during two different captioned calls. Customer Service Representative thanked customer for the feedback and informed them that information was shared with center management for follow up with the specific Communication Assistant and Communication Assistant supervisor. Since customer is 2 Line user, discussed the option of turning off and turning on the captions during the call to change Communication Assistant while hearing party remains on line.
124	01/24/08	Disconnect/Reconnect during calls	01/24/08	Explained to customer why disconnection/reconnection might be occurring on their second phone line during their 2 Line CapTel calls. Since customer is 2 Line user, discussed the option of turning off and turning on the captions during the call. Also discussed the option of working closely with telephone company to ensure second phone line can support data connection consistently.
125	01/23/08	Service - General	01/23/08	Customer reported a specific call where captions were not present at the start of the call. Customer Service Representative apologized for this incidence, and followed up with the Call Center reporting specifics. Call Center management following up with Communication Assistant.

126	01/22/08	Accuracy of captions	01/22/08	Customer shared feedback regarding accuracy of captions. Customer provided dates and times of poor calls. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information was shared with appropriate captioning service staff for follow up with Communication Assistant and Communication Assistant's supervisor. Suggested to continue to document the date, time, Communication Assistant # for future follow up, if desired.
127	01/22/08	Captions Lag too far behind voice	01/22/08	Customer shared feedback regarding longer than usual delay of captions. Advised customer on how seconds of delay occur as voice recognition captions and corrections are generated. Suggested customer document the date, time, Communication Assistant # should the delay experienced be longer than norm so we can research the call with the captioning service personnel.
128	01/21/08	Disconnect/Reconnect during calls	01/21/08	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

129	01/21/08	Disconnect/Reconnect during calls	01/21/08	<p>Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.</p>
130	01/17/08	Accuracy of captions	01/17/08	<p>Customer shared general feedback regarding the accuracy of captions. Customer service suggested customer consider documenting the date, time, Communication Assistant # and example of captions for more specific follow up. Advised customer we can address captioning quality with a specific Communication Assistant. At this time, we have shared the general feedback with the Call Center management.</p>
131	01/16/08	Dialing Issue - Phone line does not require 1 when dialing 800 number	01/16/08	<p>Customer's line did not properly recognize the 1 before the dialing string. Technical Support removed "1" from unit's data-in outbound dialing number. Problem resolved. Customer able to make outbound captioned call after this adjustment.</p>

132	01/16/08	Service - General	01/16/08	Customer reported a specific call where captions were not present at the start of the call. Customer Service Representative apologized for this incidence, and followed up with the Call Center. Communication Assistant accepted fault and proper disciplinary action was taken.
133	01/15/08	Accuracy of captions	01/15/08	Customer shared feedback regarding accuracy of captions and confusion of following the call. Customer Service Representative apologized for this incidence and thanked customer for the feedback. CS noted that if customer documents the date, time, Communication Assistant # we can take more specific follow up with the specific Communication Assistant. The feedback as received was shared with Call Center management.
134	01/14/08	Billing - General	01/14/08	Advised customer to send in a copy of their bill for review. They note being billed by a carrier who they registered with us for. They changed carrier and did not change their registration, thus got billed by the carrier our system showed as theirs. Registration was changed for them with this contact to their current provider.

135	01/14/08	Disconnect/Reconnect during calls	01/14/08	<p>Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.</p>
136	01/14/08	Accuracy of captions	01/16/08	<p>Customer shared feedback regarding accuracy of captions stating some voice recognition errors can be 'amusing.' Customer Service Representative thanked customer for the feedback and informed them that information was shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, Communication Assistant # for more specific follow up.</p>
137	01/14/08	Captions - stop in middle of call	01/14/08	<p>Customer shared feedback regarding disrupted calls on one day for no explainable reason. Customer service researched the call detail given and could not identify the incidence of a disrupted call. Customer Service Representative apologized for incidence and thanked customer for reporting. Customer Service Representative suggested customer document not only the Communication Assistant # but the date, and time of any future incidence so we can identify the call in question.</p>

138	01/11/08	Captions - stop in middle of call	01/11/08	Customer reported captions stopping mid-conversation. Customer Service Representative apologized for incidence and thanked customer for reporting this. Customer Service Representative suggested customer document the date, time and Communication Assistant# of a specific call. Research was attempted without specifics but was unable to identify incident or cause.
139	01/11/08	Accuracy of captions	01/11/08	Customer shared feedback regarding the accuracy of captions on a specific call where several words were captioned incorrectly. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information was shared with appropriate captioning service staff for follow up.
140	01/10/08	Accuracy of captions	01/11/08	Customer shared feedback regarding accuracy of captions. Customer Service Representative advised customer how captions are generated using voice recognition, and how one can ask the speaker to slow their spoken words if captions go too fast to read. Customer agreed to document the date, time, Communication Assistant # of any future calls that are less than satisfactory, for more specific follow up with call center personnel and thanked Customer Service for CapTel's outstanding service.

141	01/10/08	Accuracy of captions	01/10/08	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, Communication Assistant # for more specific follow up.
142	01/10/08	Captions Lag too far behind voice	01/10/08	Customer was unaware of the natural lag time of captions. Educated customer one can press a key on the CapTel telephone pad to "catch" the captions up to the latest text should they wish to do so.
143	01/09/08	Disconnect/Reconnect during calls	01/09/08	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence. This resolved the customer's issue.

144	01/07/08	Accuracy of captions	01/08/08	Customer shared feedback regarding a word that was captioned wrong, and a general comment on accuracy of captions. Customer Service Representative thanked customer for the feedback and informed them that follow up can be done with call center personnel who address quality monitoring if the customer will share the date, time, Communication Assistant # for more specific follow up. Customer agreed to note this detail on any future applicable calls.
145	01/04/08	Accuracy of captions	01/04/08	Customer shared feedback regarding one keyword captioned in error 3 times. Customer Service Representative apologized for the incidence and thanked customer for the feedback. CS tried to identify the Communication Assistant/the call, but was unable to do so. Advised customer we would be happy to follow up further with a specific Communication Assistant and supervisor given detail on the date, time and Communication Assistant# of the call.
146	01/04/08	Disconnect/Reconnect during calls	01/04/08	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence. 1/10/08 Customer emailed that information sent on 1/4 resolved her issue.

147	01/02/08	Disconnect/Reconnect during calls	01/07/08	<p>Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.</p>
148	01/02/08	Disconnect/Reconnect during calls	01/02/08	<p>Explained to customer why disconnection might be occurring on their second phone line during their captioned call. Discussed the option of turning off and turning on the captions during the call when using 2 Line CapTel. Voice party remains connected on Line 1.</p>
149	12/28/07	Dialing Issue - Unable to dial regional 800 number	12/28/07	<p>Technical Support made adjustment so that CapTel user can successfully make captioned call to regional 800 number.</p>

150	12/26/07	Billing - General	12/26/07	Advised customer that they should obtain a calling card or long distance carrier to avoid being blocked from long distance calls due to no long distance access from their provider.
151	12/26/07	Billing - General	12/26/07	Discussed billing and took appropriate action.
152	12/26/07	Billing - General	12/28/07	Collected information and took appropriate action.

153	12/22/07	Billing - General	12/26/07	Discussed need to register long distance carrier of choice with caller and registered CapTel user accordingly.
154	12/21/07	Accuracy of captions	12/21/07	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, Communication Assistant # for more specific follow up.
155	12/21/07	Dialing Issue - Unable to dial regional 800 number	12/21/07	Technical Support made adjustment so CapTel user can successfully make captioned call to 800 number.

156	12/20/07	Technical - General	12/20/07	Technical support made an adjustment in the system to resolve other party's experience. Other party now able to make long distance captioned calls to CapTel user successfully.
157	12/18/07	Technical - General	12/18/07	Customer reported problem trying to call through captioning service on 12/14/07. A Technical issue with SS7 equipment was identified on that date, resulting in a few isolated calls not succeeding. This was remedied during system maintenance at 2:30am on 12/15/07.
158	12/17/07	Disconnect/Reconnect during calls	12/17/07	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent mail with tips to reduce their occurrence.

159	12/11/07	Technical - General	12/11/07	Identified isolated technical difficulty at Communication Assistant's work station during this call. Customer was alerted and advised to redial. Station equipment was reset after call, which resolved matter. Apologized to customer for this incidence.
160	12/11/07	Disconnect/Reconnect during calls	12/11/07	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring.
161	12/11/07	Disconnect/Reconnect during calls	12/11/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

162	12/03/07	Captions Lag too far behind voice	12/03/07	Customer shared feedback regarding the captions lagging behind the voice. Customer Service Representative apologized for this incidence and thanked customer for the feedback. Customer was informed that specific follow up can be done with appropriate captioning service staff provided the date, time, Communication Assistant # of a specific call.
163	11/30/07	Technical - General	11/30/07	Customer was experiencing a busy signal due to the 800 number he was dialing being blocked due to it being a "relay call." Customer Service gave the customer a 10-digit equivalent number to dial to access same service at no cost to him. Customer was satisfied with remedy.
164	11/28/07	Accuracy of captions	11/28/07	Customer shared feedback regarding accuracy of captions on one phrase in the call. Customer Service Representative apologized and thanked customer for the feedback. Information was shared with appropriate captioning service staff for follow up with the Communication Assistant. Encouraged customer to document the date, time, and Communication Assistant # should they wish to share other experiences with us for follow up.

165	11/26/07	Disconnect/Reconnect during calls	11/26/07	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent letter with tips to reduce their occurrence.
166	11/26/07	Disconnect/Reconnect during calls	11/26/07	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
167	11/21/07	Technical - General	11/21/07	Advised customer that captionist encountered a technical problem during customer's call and this was the cause of the interrupted call. Apologized for such incidence.

168	11/19/07	Technical - General	11/19/07	Technical Support made adjustment to allow voice user to call to CapTel user through CapTel service without incurring long distance charges while Technical Support investigates further and determines permanent resolution.
169	11/19/07	Disconnect/Reconnect during calls	11/19/07	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
170	11/19/07	Technical - General	11/19/07	Technical support made an adjustment in the system to resolve other party's experience. Other party now able to make captioned calls to CapTel user successfully.

171	11/17/07	Answering machine message retrieval	11/19/07	<p>Thanked customer for sharing feedback regarding having their answering machine messages captioned. Forwarded information to Captioning Service management from customer for further follow up with Communication Assistants and will continue to coach the Communication Assistants in these areas of listening and making best attempts rather than noting [speaker unclear] when captioning messages from an answering machine where discerning the spoken words can sometimes be difficult.</p>
172	11/14/07	Accuracy of captions	11/14/07	<p>Customer shared feedback regarding accuracy of captions. Customer Service Representative suggested verifying technical terms with the caller for content accuracy. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, Communication Assistant # for more specific follow up.</p>
173	11/12/07	Accuracy of captions	11/12/07	<p>Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, Communication Assistant # for more specific follow up.</p>

174	11/09/07	Disconnect/Reconnect during calls	11/09/07	<p>Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.</p>
175	11/09/07	Dialing Issue - Unable to dial regional 800 number	11/09/07	<p>Technical Support made adjustment so that CapTel user can successfully make captioned call to regional 800 number. Customer satisfied.</p>
176	11/08/07	Inability for CapTel unit to reach data toll free #	11/08/07	<p>Technical Support changed outbound calling number in CapTel system to enable outbound captioned calling. This remedied the circumstance.</p>

177	11/07/07	Answering machine message retrieval	11/08/07	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, Communication Assistant # for more specific follow up.
178	11/06/07	Accuracy of captions	11/06/07	Customer shared feedback regarding captions on some calls. Customer Service Representative thanked customer for the feedback and explained how captions are generated via voice recognition. Customer Service Representative suggested if the customer would like to document the date, time, Communication Assistant # for a specific call, we can follow up with that captionist's supervisor and meet with the captionist to monitor quality or assess if further training is needed.
179	11/05/07	Answering machine message retrieval	11/05/07	Customer shared generalized feedback regarding the captions on his answering machine messages. Customer Service Representative apologized for incidence and explained how captions are produced. Suggested customer use their replay capability to allow the captionist to listen again to the messages. Customer was encouraged to also document the date, time and Communication Assistant# on any specific call so we can do more precise follow up with Call Center personnel.

180	11/02/07	Accuracy of captions	11/02/07	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, Communication Assistant # for more specific follow up.
181	11/02/07	Technical - General	11/02/07	Customer received a busy signal when trying to dial an 800 number. Upon researching the matter, it was learned the provider of the independent 800 number has not set up this number to allow relay calls. Researched and provided customer with alternate number.
182	10/30/07	Answering machine message retrieval	10/30/07	Customer shared feedback regarding captioning her answering machine. Cited a number was cited wrong. Customer Service apologized for this incident and reported the Communication Assistant # to the Call Center. Communication Assistant's supervisor discussed importance of accuracy with the Communication Assistant.

183	10/26/07	Technical - General	10/26/07	CapTel Technical Staff identified there was an issue with the routing of CapTel calls to 800 numbers by an outside vendor. The problem was identified and resolved.
184	10/25/07	Accuracy of captions	10/25/07	Customer shared feedback regarding accuracy of captions and that she asked the party to clarify. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed appropriate captioning service staff for follow up with the Communication Assistant. Communication Assistant will be further monitored to ensure quality of captions.
185	10/24/07	Technical - General	10/24/07	Customer was experiencing a busy signal due to the 800 number he was dialing being blocked due to it being a "relay call." Customer Service gave the customer a 10-digit equivalent number to dial to access same service at no cost to him. Customer was satisfied with remedy.

186	10/24/07	Disconnect/Reconnect during calls	10/24/07	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
187	10/23/07	Captions Lag too far behind voice	10/23/07	Customer reported 2 specific calls with captioning lag time. Customer Service researched the calls and reported these incidences to our Call Center management to speak to the captionist and determine if additional training is needed to avoid such incidence. We apologized for these incidences that were out of the average range of a 4-5 seconds of caption delay. Shared with customer reasons that a call can lag behind the norm. Noted the FCC requires 60 words per minute transcription, which the CapTel far exceeds.
188	10/22/07	Disconnect/Reconnect during calls	10/22/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

189	10/21/07	Disconnect/Reconnect during calls	10/21/07	Explained difference between a CapTel phone and a traditional phone. Explained proper setup of CapTel, and provided suggestions to help reduce their occurrence. Customer will contact us if further assistance is needed.
190	10/19/07	Accuracy of captions	10/19/07	Customer contacted Customer Service sharing an example of inaccuracy during a call. The name of her caller was continuously wrong throughout the call. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer continue to document the date, time, Communication Assistant # for any future follow up. Also advised customer to have speaker spell the name out once so the Communication Assistant would then know the correct spelling as they are unable to ask the speaker themselves.
191	10/16/07	Disconnect/Reconnect during calls	10/17/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

192	10/15/07	Technical - General	10/15/07	CapTel Technical Staff identified there was an issue with the routing of CapTel calls to 800 numbers by an outside vendor. The problem was identified and resolved. Customer was notified and thankful.
193	10/15/07	Caller ID	10/15/07	A technical problem was reported that affected how Caller ID propagates through the CapTel system. This affected a small number of users' Caller ID detail. Tech support installed a software update from our outside equipment vendor providing permanent resolution. This remedied the circumstance.
194	10/15/07	Accuracy of captions	10/15/07	Customer shared a generalized statement about the accuracy of their calls. Customer Service Representative thanked the customer for the feedback and suggested customer document the date, time, Communication Assistant # so that we can follow up with specific Communication Assistants and their supervisor. Customer unfortunately did not have specifics, but was encouraged to share future incidences.

195	10/15/07	Technical - General	10/15/07	CapTel Technical Staff identified there was an issue with the routing of CapTel calls to 800 numbers by an outside vendor. The problem was identified and resolved.
196	10/15/07	Technical - General	10/15/07	CapTel Technical Staff identified there was an issue with the routing of CapTel calls to 800 numbers by an outside vendor. The problem was identified and resolved.
197	10/15/07	Technical - General	10/15/07	Customer received a busy signal when trying to use a calling card dialed via an 800 number. Upon researching the matter, it was learned the 800 number was not designated to allow relay calls. Customer will be using a different calling card that allows relay connection.

198	10/15/07	Technical - General	10/15/07	CapTel Technical Staff identified there was an issue with the routing of CapTel calls to 800 numbers by an outside vendor. The problem was identified and resolved.
199	10/15/07	Technical - General	10/15/07	CapTel Technical Staff identified there was an issue with the routing of CapTel calls to 800 numbers by an outside vendor. The problem was identified and resolved.
200	10/15/07	Technical - General	10/15/07	CapTel Technical Staff identified there was an issue with the routing of CapTel calls to 800 numbers by an outside vendor. The problem was identified and resolved.

201	10/11/07	Accuracy of captions	10/11/07	Customer shared feedback regarding her captioning experiences. Customer noted use of macros (speaker too soft) (speaker unclear) used by the Communication Assistant. Customer Service Representative explained this indicates speaker was not audible to caption accurately. Customer Service Representative apologized for incidence and thanked customer for the feedback then shared this feedback with the Captioning Service management. Customer was encouraged to share the time, date and Communication Assistant # on any further call for us to do follow up with a specific Communication Assistant.
202	10/11/07	Disconnect/Reconnect during calls	10/12/07	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
203	10/09/07	Accuracy of captions	10/09/07	Customer shared feedback regarding accuracy of captions for specific words during one captioned call. Customer Service Representative informed the customer that information would be shared with appropriate captioning service staff for follow up with captionist.

204	10/08/07	Technical - General	10/16/07	Technical Support changed outbound calling number in CapTel system to enable outbound captioned calling. This remedied the circumstance.
205	10/08/07	Technical - General	10/08/07	CapTel Technician determined the issue was with routing of 800 number in non-CapTel state calling into CapTel in another state. The routing issue was resolved. Customer was satisfied.
206	10/04/07	Dialing Issue - Phone line does not require 1 when dialing 800 number	10/04/07	Technical support removed "1" from unit's "data-in" outbound dialing number, as their office did not recognize dialing a 1 while dialing long distance. Problem resolved, and customer able to make outbound captioned call after this adjustment.

207	10/04/07	Billing - General	10/04/07	Discussed billing and took appropriate action.
208	10/04/07	Technical - General	10/04/07	Advised customer our technicians had made an adjustment to how our system experiences incoming long distance numbers from calling cards. Customer was thankful.
209	10/04/07	Billing - General	10/04/07	Discussed need to register long distance carrier of choice with caller and registered CapTel user's long distance preference accordingly. Customer relocated to son's house and had not registered his number, thus received default carrier billing as a result. Customer now registered at both home and son's home for future billing purposes.

210	10/03/07	Caller ID	10/03/07	A technical problem was reported that affected how CID propagates through the CapTel system. This affected a small number of users. Tech support has a manual adjustment in place to provide correct CID detail until our equipment vendor can provide a permanent solution.
211	10/03/07	Dialing Issue - Phone line does not require 1 when dialing 800 number	10/03/07	Technical support removed "1" from unit's "data-in" outbound dialing number. Customer able to make outbound captioned call after this adjustment.
212	10/03/07	Accuracy of captions	10/03/07	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, Communication Assistant # for more specific follow up.

213	10/02/07	Caller ID	10/02/07	A technical problem was reported that affected how CID propagates through the CapTel system. This affected a small number of users. Tech support has a manual adjustment in place to provide correct CID detail until our equipment vendor can provide a permanent solution.
214	10/02/07	Accuracy of captions	10/02/07	Customer shared feedback regarding accuracy of captioned proper name and prescription drug name. Suggested customer confirm the spelling with the caller as the captionist is not able to ask for verification. Customer Service Representative apologized for incidence and thanked customer for the feedback provided. Suggested customer document the date, time, Communication Assistant # for more specific follow up with call center personnel to address this further with the Communication Assistant.
215	10/02/07	Dialing Issue - Phone line does not require 1 when dialing 800 number	10/02/07	Customer's office is unique in that a 1 is not required to dial out long distance calls. Technical Support made adjustment so CapTel user can successfully make outgoing captioned call. This resolved the customer's experience.

216	10/01/07	Accuracy of captions	10/01/07	Customer shared feedback regarding accuracy of names on her captioned call. Customer Service Representative recommended verifying names by spelling them or asking the other party to spell them for confirmation. Callers should do this as the captionist has no way of verifying. Thanked customer for the taking time to report the incidence and allow us to advise her.
217	10/01/07	Billing - General	10/01/07	Discussed billing and took appropriate action.
218	10/01/07	Technical - General	10/01/07	Technical support made an adjustment in the system to resolve other party's experience. Other party now able to make captioned calls to CapTel user successfully.

219	10/01/07	Technical - General	10/01/07	Technical support made an adjustment in the system to resolve other party's experience. Other party now able to make captioned calls to CapTel user successfully.
220	10/01/07	Technical - General	10/01/07	Technical support made an adjustment in the system to resolve other party's experience. Other party now able to make captioned calls to CapTel user successfully.
221	10/01/07	Technical - General	10/01/07	Technical support made an adjustment in the system to resolve other party's experience. Other party now able to make captioned call to CapTel user successfully.

222	10/01/07	Disconnect/Reconnect during calls	10/01/07	Explained the difference between a CapTel phone and a traditional phone, and why disconnections might be occurring. Provided tips to reduce their occurrence.
223	10/01/07	Technical - General	10/01/07	Technical support made an adjustment in the system to resolve other party's experience. Other party now able to make captioned calls to CapTel user successfully.
224	10/01/07	Technical - General	10/01/07	Technical support made an adjustment in the system to resolve other party's experience. Other party now able to make captioned calls to CapTel user successfully.

225	09/28/07	Technical - General	09/28/07	Technical support made an adjustment in the system to resolve other party's experience. Other party now able to make captioned calls to CapTel user successfully.
226	09/28/07	Accuracy of captions	09/28/07	Customer shared feedback regarding accuracy of captions for external answering machine. Customer Service Representative apologized for incidence and thanked customer for the feedback. Confirmed muffled sound quality with answering machine by placing a test call. Customer Service suggested tips to enhance sound quality. Suggested customer continue to document any calls that show difficulty with date, time, and Communication Assistant #. Customer was appreciative.
227	09/27/07	Accuracy of captions	09/27/07	Customer shared feedback regarding the number of corrections needed during a call. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Customer provided date, time, Communication Assistant # thus this detail was shared with call center personnel who followed up with the Communication Assistant.

228	09/26/07	Billing - General	09/26/07	Discussed billing with customer. Explained that long distance calls placed before registering customer's long distance carrier will be billed through default provider.
229	09/26/07	Captions Lag too far behind voice	09/26/07	Customer shared feedback regarding captioning speed during conference calls. Customer Service Representative apologized for lagging captions during conference calls. Also explained captioning is difficult with many people talking about technical information inherent to call type. Suggested options for catching the call back up to real time. Customer was thankful for tips on handling conference calls. Representative advised customer that if call was unusually poor to document the date, time, Communication Assistant # in order for more specific follow up by call center personnel.
230	09/26/07	Technical - General	09/26/07	Customer is unable to reach a business entity's 800 number from her CapTel phone. Customer experienced a busy signal. CapTel worked with the business entity's 800 number provider on the customer's behalf. This provider identified an inbound trunk in their system was blocking TRS marked calls. This block was removed promptly upon identification.

231	09/25/07	Accuracy of captions	09/25/07	<p>Customer shared feedback regarding accuracy of captions. Customer expressed concern of words like 'was' and 'their' being wrong. Customer Service Representative discussed captioning process. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, Communication Assistant # so we can take more specific follow up measures with call center personnel.</p>
232	09/25/07	Technical - General	09/25/07	<p>Customer is unable to reach a business entity's 800 number from her CapTel phone. Customer experienced a busy signal. CapTel worked with the business entity's 800 number provider on the customer's behalf. This provider identified an inbound trunk in their system was blocking TRS marked calls. This block was removed promptly upon identification.</p>
233	09/25/07	Technical - General	09/25/07	<p>Customer received a busy signal when trying to use a calling card dialed via an 800 number. Upon researching the matter, it was learned the 800 number was not designated to allow relay calls. Administrator of the card stated they were not willing to change the line configuration for the 800 number. Calling card provider had no alternative to offer. Customer was advised to consider use of an alternate calling card as an interim solution. Tech support is reviewing possible long term solution.</p>

234	09/25/07	Accuracy of captions	09/25/07	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. In follow up, customer noted captions were good. Customer satisfied.
235	09/25/07	Billing - General	09/25/07	Discussed need to register long distance carrier of choice with caller and registered CapTel user's long distance preference accordingly. Customer received a bill from the default relay carrier, thus prompting them to register their own carrier.
236	09/25/07	Captions Lag too far behind voice	09/26/07	Consumer reported seconds of delay that made customer uncomfortable with this Communication Assistant's performance. Follow up with the call center personnel resulted in this Communication Assistant's Supervisor meeting with the Communication Assistant to give feedback regarding this customer's concern. This Communication Assistant will have a higher status of sit-behind monitoring when on calls to improve the delay/response time.

237	09/24/07	Technical - General	09/24/07	Technical support made an adjustment in the system to resolve other party's experience. Other party now able to make long distance captioned calls to CapTel user successfully.
238	09/24/07	Accuracy of captions	09/24/07	Customer shared feedback regarding accuracy of captions with external answering machine. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, Communication Assistant # for more specific follow up. Also advised customer how to maximize sound quality for captionist.
239	09/24/07	Captions Lag too far behind voice	09/24/07	Customer shared feedback regarding captioning speed. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, Communication Assistant # for more specific follow up. Educated customer on why some calls may lag given content of conversation and what customer can do to take control of the call by asking caller to slow down and enunciate.

240	09/24/07	Billing - General	09/24/07	Assigned CapTel user's preferred carrier of choice designation to allow them to make long distance calls from CapTel phone. This remedied the circumstance.
241	09/24/07	Caller ID	09/28/07	A technical problem was reported that affected how CID propagates through the CapTel system. This affected a small number of users. Tech support has a manual adjustment in place to provide correct CID detail until our equipment vendor can provide a permanent solution.
242	09/21/07	Accuracy of captions	09/21/07	Customer indicated experiencing garbled and inaccurate captions. Suggested that customer identify specific examples (with dates and times) of the questionable captions for further investigation. No detail for follow up measures has been provided to customer service.

243	09/21/07	Technical - General	09/21/07	Customer was experiencing a busy signal due to the 800 number he was dialing being blocked due to it being a "relay call." Customer Service gave the customer a 10-digit equivalent number to dial to access same service at no cost to him. Customer was satisfied with remedy.
244	09/20/07	Technical - General	09/20/07	Technical support identified the cause of customer's experience and made an adjustment in the system to resolve customer's experience.
245	09/19/07	Captions Lag too far behind voice	09/19/07	Customer shared feedback regarding captioning lag time between the spoken word and text. Provided tips for the CapTel user to use to control the speed of the conversation, as well as filling gaps of seconds in the delay. Subsequent test calls using suggestions worked well.

246	09/19/07	Billing - General	09/19/07	Discussed billing and took appropriate action. Case referred to long distance telephone provider who billed the party.
247	09/19/07	Captions Lag too far behind voice	09/19/07	Customer noted additional second of lag time since she converted to 2 Line Mode in mid-September. CS researched the matter and advised the delay may be inherent in the customer's office PBX system for that second new line. Customer confirmed this by taking unit home and noting less of a delay.
248	09/18/07	Technical - General	09/18/07	Technical support made an adjustment in the system to resolve other party's experience. Other party now able to make captioned calls to CapTel user successfully.

249	09/18/07	Sound Quality - Static	09/18/07	Provided customer with troubleshooting assistance to resolve problems noted.
250	09/17/07	Captions Lag too far behind voice	09/17/07	Customer expressed desire for more simultaneous captioning with no lag time behind the speaker. CS researched case and found lag time about 10 seconds more than norm. Customer Service Representative apologized for this incidence and thanked customer for the feedback. The Communication Assistant involved will be monitored and provided tips on avoiding any additional seconds of delay.
251	09/17/07	Caller ID	09/28/07	A technical problem was reported that affected how CID propagates through the CapTel system. This affected a small number of users. Tech support has a manual adjustment in place to provide correct CID detail until our equipment vendor can provide a permanent solution.

252	09/17/07	Caller ID	09/28/07	A technical problem was reported that affected how CID propagates through the CapTel system. This affected a small number of users. Tech support has a manual adjustment in place to provide correct CID detail until our equipment vendor can provide a permanent solution.
253	09/17/07	Caller ID	09/28/07	A technical problem was reported that affected how CID propagates through the CapTel system. This affected a small number of users. Tech support has a manual adjustment in place to provide correct CID detail until our equipment vendor can provide a permanent solution.
254	09/17/07	Caller ID	09/28/07	A technical problem was reported that affected how CID propagates through the CapTel system. This affected a small number of users. Tech support has a manual adjustment in place to provide correct CID detail until our equipment vendor can provide a permanent solution.

255	09/17/07	Technical - General	09/17/07	Technical support identified the cause of customer's experience and made an adjustment in the system to resolve customer's experience.
256	09/17/07	Captions - dropped characters/garbled text	09/17/07	Customer's relative shared that the CapTel user experienced dropped characters and garbled text. Advised customer to try using the phone in a different location to determine if it is phone line related. Also advised documentation of future incidents of dropped characters and garbled captions and to report back with the date, time and Communication Assistant # if more incidents occur so we can investigate further.
257	09/17/07	Caller ID	09/28/07	A technical problem was reported that affected how CID propagates through the CapTel system. This affected a small number of users. Tech support has a manual adjustment in place to provide correct CID detail until our equipment vendor can provide a permanent solution.

258	09/14/07	Technical - General	09/14/07	Technical support identified the cause of customer's experience and made an adjustment in the system to resolve customer's experience.
259	09/14/07	Caller ID	09/14/07	A technical problem was reported that affected how CID propagates through the CapTel system. This affected a small number of users. Tech support has a manual adjustment in place to provide correct CID detail until our equipment vendor can provide a permanent solution.
260	09/14/07	Technical - General	09/14/07	Technical support identified the cause of customer's experience and made an adjustment in the system to resolve customer's experience.

261	09/14/07	Caller ID	09/14/07	A technical problem was reported that affected how CID propagates through the CapTel system. This affected a small number of users. Tech support has a manual adjustment in place to provide correct CID detail until our equipment vendor can provide a permanent solution.
262	09/13/07	Caller ID	09/13/07	A technical problem was reported that affected how CID propagates through the CapTel system. This affected a small number of users. Tech support has a manual adjustment in place to provide correct CID detail until our equipment vendor can provide a permanent solution.
263	09/12/07	Technical - General	09/13/07	Investigated customer's incidence of being disconnected during one of their captioned calls. Identified technical difficulty at Communication Assistant's work station and apologized to customer for this occurrence.

264	09/12/07	Captions Lag too far behind voice	09/12/07	Customer shared feedback regarding the seconds of lag time behind the spoken word. CS researched and found seconds of delay slightly higher than the standard 3-4 seconds norm. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed appropriate captioning service staff for Communication Assistant training follow up.
265	09/12/07	Caller ID	09/14/07	A technical problem was reported that affected how CID propagates through the CapTel system. This affected a small number of users. Tech support has a manual adjustment in place to provide correct CID detail until our equipment vendor can provide a permanent solution.
266	09/12/07	Accuracy of captions	09/12/07	Customer shared feedback regarding accuracy of captions. Noted some spelling errors on common name. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, Communication Assistant # for more specific follow up.

267	09/11/07	Accuracy of captions	09/11/07	<p>Customer shared an example of a word in the captioned text that was not correct. Customer Service Representative apologized for incidence and explained how captions are created with voice recognition. Customer confirmed correction was provided by the captionist.</p>
268	09/11/07	Accuracy of captions	09/11/07	<p>Customer shared feedback regarding accuracy of captions - content changed in middle of picking up voice mail message. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, Communication Assistant # for more specific follow up. No follow-up received by 9/30/07.</p>
269	09/10/07	Caller ID	09/14/07	<p>A technical problem was reported that affected how CID propagates through the CapTel system. This affected a small number of users. Tech support has a manual adjustment in place to provide correct CID detail until our equipment vendor can provide a permanent solution.</p>

270	09/10/07	Caller ID	09/14/07	A technical problem was reported that affected how CID propagates through the CapTel system. This affected a small number of users. Tech support has implemented an ongoing adjustment to correct CID detail until our equipment vendor can provide a permanent solution.
271	09/07/07	Accuracy of captions	09/07/07	Customer shared feedback regarding accuracy of captions. Customer Service Representative explained why errors may have occurred, apologized for incidence, and thanked customer for the feedback. Also explained that Communication Assistant had noted technical difficulty during call.
272	09/07/07	Accuracy of captions	09/07/07	Customer shared feedback regarding accuracy of captioned external answering machine. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow-up. Suggested customer document the date, time, Communication Assistant # for more specific follow-up. Suggested ways to maximize sound quality of external answering machine and to call back and try another captionist. Customer was appreciative.

273	09/07/07	Captions Lag too far behind voice	09/19/07	CapTel user expressed concern that some of her calls have a lag time in the captions behind the voice. Customer service apologized for this incidence, and promised to research this further and report findings to the customer as well as the Call Center for further investigation. Explained to customer in detail how captions are generated, how customer can speak to the other party at any time even when captions are being received. Shared some consumer education tips such as using the signal meter to know when the voice is done talking. Customer expressed appreciation for this detail and the follow up taken.
274	09/07/07	Accuracy of captions	09/07/07	Customer shared examples of caption she received. Customer Service Representative apologized for incidence and thanked customer for the feedback. Call detail was shared with appropriate captioning service staff. Staff met with the Communication Assistant and provided quality monitoring on future calls.
275	09/06/07	Accuracy of captions	09/07/07	Customer shared feedback regarding captioning accuracy of her captioned calls. Customer Service Representative apologized for incidence and thanked customer for the feedback. CS recommended documenting the date, time, Communication Assistant # so that we can follow up with the Communication Assistant and supervisor accordingly.

276	09/05/07	Accuracy of captions	09/05/07	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff. Captioning service is working with Communication Assistant to improve caption quality.
277	09/05/07	Accuracy of captions	09/05/07	Customer shared feedback regarding incorrect word appearing in captions. Customer Service Representative explained captioning procedure and why errors may occur. Apologized for incident and thanked customer for the feedback. Suggested customer document the date, time, and Communication Assistant number of any troublesome calls in the future.
278	09/05/07	Billing - General	09/05/07	Discussed need to register long distance carrier of choice with caller and registered CapTel user's long distance preference accordingly.

279	09/04/07	Billing - General	09/04/07	Discussed need to register long distance carrier of choice with caller. Customer called back and provided the PIC code completing the registration process. Customer was satisfied there would be no future billings from the default carrier.
280	09/03/07	Technical - General	09/03/07	Customer is unable to reach a business entity's 800 number from her CapTel phone. Customer experienced a busy signal. CapTel worked with the business entity's 800 number provider on the customer's behalf. This provider identified an inbound trunk in their system was blocking TRS marked calls. This block was removed promptly upon identification.
281	09/03/07	Technical - General	09/03/07	Customer is unable to reach a business entity's 800 number from her CapTel phone. Customer experienced a busy signal. CapTel worked with the business entity's 800 number provider on the customer's behalf. This provider identified an inbound trunk in their system that was blocking TRS marked calls. This block was removed promptly upon identification.

282	09/02/07	Disconnect/Reconnect during calls	09/04/07	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
283	08/31/07	Echo Sounds - CapTel user hears	08/31/07	Advised customer to make use of Volume and Tone settings to optimize sound quality on CapTel phone. Also advised customer to press Volume Boost button and to hold handset appropriately.
284	08/30/07	Disconnect/Reconnect during calls	08/30/07	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

285	08/29/07	Accuracy of captions	08/29/07	<p>Customer shared feedback regarding accuracy of captions sharing an excerpt from the conversation. Customer Service Representative apologized for incidence and thanked customer for the specific detail so that it could be shared with appropriate captioning service staff for follow up. The call detail and Communication Assistant # was shared with the Communication Assistant's supervisor and the Communication Assistant was put on closer monitoring for quality assurance.</p>
286	08/29/07	Disconnect/Reconnect during calls	08/29/07	<p>Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.</p>
287	08/28/07	Accuracy of captions	08/28/07	<p>Customer shared error in 1 number typed by the Communication Assistant (8). Customer Service Representative apologized for incidence and thanked customer for the feedback. Suggested customer document the date, time, and Communication Assistant # in order for us to do more specific follow up wit the Communication Assistant.</p>

288	08/28/07	Captions Lag too far behind voice	08/28/07	Customer shared feedback regarding seconds of lag time on captioning speed. Customer Service Representative shared the 4-5 seconds delay factor while voice recognition generates captions. Apologized for incidence of longer than usual delay and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, Communication Assistant # for more specific follow up with Call Center personnel.
289	08/28/07	Dialing Issue - Unable to dial regional 800 number	08/28/07	Technical Support made adjustment so CapTel user can successfully make captioned call to regional 800 number. This resolved the customer's experience.
290	08/28/07	Disconnect/Reconnect during calls	08/28/07	Customer experiences occasional calls where the data connection is disrupted-mostly from a cellular user. Sent customer information explaining the difference between a CapTel and a traditional phone and its need for a line that can sustain a data connection. Sent an email with tips on what could reduce disconnect/reconnect occurrence. Also did test calls with customer and advised asking the phone company to verify the performance of the line to carry a data connection.

291	08/27/07	Echo Sounds - Other party hears	08/27/07	Shared information and tips to try to reduce the occurrence of echo for the other party. Specifically, CS rep discussed the use of the volume boost button, the option of using an Assistive Listening Device to aid with amplification use, and how to hold the handset to make a good seal and prevent echoing.
292	08/24/07	Accuracy of captions	08/24/07	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, Communication Assistant # for more specific follow up.
293	08/24/07	Accuracy of captions	08/24/07	Customer shared feedback noting captions were less than satisfactory. Customer Service Representative apologized for incidence and asked if customer had more details such as the date, time, Communication Assistant # for more specific follow up. Unfortunately, customer did not have any specifics on the date, or time of the call for us to follow up further with Call Center Management. We advised the Call Center of the shared comment.

294	08/24/07	Disconnect/Reconnect during calls	08/24/07	Explained to customer the difference between a CapTel phone and a traditional phone. Identified possible causes of disconnections, and sent email with tips to reduce their occurrence. Also advised customer to contact telephone company to check line quality.
295	08/23/07	Accuracy of captions	08/23/07	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow-up. Suggested customer document the date, time, Communication Assistant# for more specific follow up.
296	08/21/07	Disconnect/Reconnect during calls	08/21/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

297	08/21/07	Billing - General	08/21/07	Technical Support contacted cellular phone provider to resolve caller's inability to reach CapTel user via CapTel Service.
298	08/20/07	Disconnect/Reconnect during calls	08/20/07	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
299	08/17/07	Disconnect/Reconnect during calls	08/17/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

300	08/17/07	Echo Sounds - CapTel user hears	08/17/07	<p>Advised customer to make use of Volume and Tone settings to optimize sound quality on CapTel phone. Advised customer how to properly hold handset for echo reduction. Also advised customer of possibility of using an assistive listening device in conjunction with CapTel phone.</p>
301	08/17/07	Billing - General	08/17/07	<p>Technical Support registered cell phone user's carrier to resolve caller's inability to reach CapTel user via CapTel Service.</p>
302	08/09/07	Accuracy of captions	08/09/07	<p>Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback. Informed the customer that the information provided was shared with appropriate captioning service management. Suggested customer document the date, time, Communication Assistant # for more specific follow up.</p>

303	08/08/07	Echo Sounds - CapTel user hears	08/08/07	<p>Provided customer with general information and tips to reduce echo, such as adjusting volume and tone, using the Volume Boost button, and adjusting handset positioning. Also suggested considering use of an assistive listening device.</p>
304	08/07/07	Accuracy of captions	08/07/07	<p>Customer shared example of captioning she received. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up with the Communication Assistant.</p>
305	08/02/07	Disconnect/Reconnect during calls	08/02/07	<p>Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.</p>

306	08/01/07	Accuracy of captions	08/01/07	Customer shared feedback regarding captioning accuracy. Customer Service Representative apologized for incidence, thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, Communication Assistant # for more specific follow up.
307	07/27/07	Disconnect/Reconnect during calls	07/27/07	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent letter with tips to reduce their occurrence.
308	07/27/07	Accuracy of captions	07/27/07	Customer shared feedback regarding 1 word error in the call which caused a misunderstanding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback and shared the feedback and Communication Assistant # with appropriate captioning service staff for follow up.

309	07/27/07	Disconnect/Reconnect during calls	07/27/07	Explained to customer the difference between a traditional phone and a CapTel, and why disconnections may be occurring. Telephone company checked lines, and customer is moving CapTel to another telephone jack.
310	07/27/07	Sound Quality - Static	07/27/07	Provided customer with general troubleshooting measures to resolve set up and remedy incidence of static on the line.
311	07/25/07	Billing - General	07/25/07	Advised customer to register their carrier of choice. Customer was able to make her call from her landline, but not her cell phone. Registration resolved matter.

312	07/24/07	Disconnect/Reconnect during calls	07/24/07	Customer noted a change over recent days that was not present previously. Sent customer information explaining the difference between a CapTel and a traditional phone and requires maintaining a data connection. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
313	07/24/07	Captions Lag too far behind voice	07/24/07	Customer shared feedback regarding the pace of captioning. Customer Service Representative apologized for incidence and thanked customer for the feedback. Encouraged the customer to document the Communication Assistant #, time and date for us to follow up with call center personnel, if desired.
314	07/23/07	Disconnect/Reconnect during calls	07/23/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence. Customer is checking to see if they have Call Waiting to confirm if they need to set up a block during captioned calls to avoid disruption.

315	07/20/07	Billing - General	07/20/07	Assigned CapTel user's preferred carrier of choice designation to allow them to make long distance calls from CapTel phone.
316	07/19/07	Captions - stop in middle of call	07/19/07	Reported incidence appears to be a one time incident that has resolved on its own and not occurred again. Could not identify a technical cause at our end for such incidence.
317	07/19/07	Disconnect/Reconnect during calls	07/24/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

318	07/18/07	Accuracy of captions	07/18/07	Customer shared feedback of a random word during the call. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that we would appreciate documentation of the date, time, Communication Assistant # should the customer desire us to follow up. Explained the captioning process and customer was satisfied.
319	07/17/07	Accuracy of captions	07/17/07	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up.
320	07/17/07	Accuracy of captions	07/17/07	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback. Suggested customer document the date, time, Communication Assistant # for more specific follow up. Offered to do test call with the customer to get a sampling of what customer was experiencing. Customer gave one sample which was shared with center personnel.

321	07/16/07	Disconnect/Reconnect during calls	07/17/07	<p>Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and provided some suggestions for change in the set up that should reduce incidence. Also noted phone line can be checked for stability of carrying a data connection.</p>
322	07/16/07	Disconnect/Reconnect during calls	07/16/07	<p>Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.</p>
323	07/16/07	Disconnect/Reconnect during calls	07/16/07	<p>Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence. This resolved the customer's experience.</p>

324	07/13/07	Technical - General	07/13/07	<p>Customer shared feedback regarding their experience on a specific call that got cut off after 2 minutes. Customer Service Representative apologized for incidence and thanked customer for reporting this. After further investigation, technical support was able to find a very unique technical occurrence that seems to have affected this customer's specific call.</p>
325	07/13/07	Disconnect/Reconnect during calls	07/13/07	<p>Explained to customer why disconnection/reconnection might be occurring and sent letter with tips to reduce their occurrence. Customer had one isolated call with incidence of disconnect/reconnection during the call.</p>
326	07/13/07	Technical - General	07/13/07	<p>Apologized for incidence and thanked customer for feedback. Confirmed via trouble ticket that there was an audio difficulty on the call causing the customer to need to hang up and redial the call.</p>

327	07/12/07	Accuracy of captions	07/12/07	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, Communication Assistant # for more specific follow up.
328	07/11/07	Accuracy of captions	07/11/07	Customer shared feedback regarding caption quality. Apologized for incidence and thanked customer for feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Customer did not have a date, time or Communication Assistant number to investigate. Suggested customer document the date, time and Communication Assistant# for more specific follow-up.
329	07/10/07	Accuracy of captions	07/10/07	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, Communication Assistant # for more specific follow up.

330	07/10/07	Disconnect/Reconnect during calls	07/10/07	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email urging customer to contact their phone company to ensure good quality/stable line.
331	07/09/07	Disconnect/Reconnect during calls	07/09/07	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
332	07/09/07	Billing - General	07/09/07	Assigned CapTel user's preferred carrier of choice designation to allow them to make long distance calls from the CapTel phone.

333	07/09/07	Disconnect/Reconnect during calls	07/09/07	Explained to customer why disconnection/reconnection might be occurring and offered to send email with tips to reduce their occurrence. Incidence only happens with one caller, so advised checking phone lines to determine if the line of that caller can maintain a solid data connection.
334	07/09/07	Service - General	07/09/07	Customer reports brief inability to call out. On Saturday 7/7/07 at approximately 1:00 pm the call center experienced a telephone network problem on outbound circuits preventing some calls from completing the outbound dial. The situation was resolved by 2:15. Overall service level was not affected. Apologized to customer for this incidence. We are working with the telephone network provider to determine the root cause of the situation. Customer re-tried call and was able to get a call through.
335	07/09/07	Dialing Issue - Unable to dial regional 800 number	07/09/07	Technical Support made adjustment so CapTel user can successfully make captioned call to regional 800 number.

336	07/06/07	Captions Lag too far behind voice	07/06/07	Customer shared feedback regarding captioning speed in relation to spoken words. Customer Service Representative explained how captions are generated and apologized for incidence. Customer Service thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. This incidence did not prevent captions from well exceeding FCC rules.
337	07/03/07	Technical - General	07/03/07	Investigated and learned of a trouble ticket on the call. Brief interim of corrective measure and captions were restored. Thanked customer for reporting this incidence. Apologized for this incidence.
338	07/02/07	Accuracy of captions	07/02/07	Customer shared feedback regarding accuracy of captions on some calls. Customer did not have specific call time, date or Communication Assistant #. Customer Service Representative apologized for incidence and thanked customer for the feedback and suggested customer document the date, time, Communication Assistant # for more specific follow up with our call center personnel to determine cause.

339	07/02/07	Accuracy of captions	07/03/07	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Captioning service followed up with the Communication Assistant.
340	07/02/07	Disconnect/Reconnect during calls	07/02/07	Customer reports periodic disconnect/reconnect incidence. Reports this only happens on some calls. Gave customer information explaining to customer what can cause disconnection/reconnection and tips on things to try to reduce incidence.
341	06/29/07	Service - General	06/29/07	Customer received intermittent busy signal when in fact CapTel Service was not busy. Incidence was brought to network provider's attention. The network provider confirmed resolution the afternoon of 6/29/07.

342	06/29/07	Service - General	06/29/07	Customer received intermittent busy signal when in fact CapTel Service was not busy. Incidence was brought to network provider's attention. The network provider confirmed resolution the afternoon of 6/29/07.
343	06/29/07	Disconnect/Reconnect during calls	06/29/07	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
344	06/28/07	Technical - General	06/29/07	Network provider modified line to allow proper processing of unique Canadian circumstance close to U.S. border allowing captioned call. Although the mileage was short, it needed to process as a long distance call.

345	06/28/07	Service - General	06/29/07	Customer received intermittent busy signal when in fact CapTel Service was not busy. Incidence was brought to network provider's attention. The network provider confirmed resolution the afternoon of 6/29/07.
346	06/28/07	Disconnect/Reconnect during calls	06/28/07	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent tips to reduce their occurrence.
347	06/28/07	Disconnect/Reconnect during calls	06/28/07	Explained the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and gave tips to reduce their occurrence.

348	06/28/07	Billing - General	06/28/07	Discussed need to register long distance carrier of choice with caller and registered CapTel user accordingly.
349	06/28/07	Disconnect/Reconnect during calls	06/28/07	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
350	06/27/07	Technical - General	06/27/07	Apologized to customer for isolated incidence of technical difficulty on this one call. Customer redialed into the service and all was well on second connection.

351	06/27/07	Answering machine message retrieval	06/27/07	Explained to customer that answering machine messages may generally be harder to caption than actual conversations. Explained captionist use (speaker unclear), (speaker to soft) to indicate difficulty in discerning the answering machine message. Apologized for this difficulty.
352	06/27/07	Billing - General	06/27/07	Discussed billing and the advantage of all parties making long distance captioned calls to register their long distance carriers of choice so they get their home calling plan rate.
353	06/26/07	Billing - General	06/26/07	Discussed need to register long distance carrier of choice with caller and registered preferred carrier accordingly.

354	6/26/2007	Billing - General	06/26/07	Discussed need to register long distance carrier of choice with caller and registered customer accordingly.
355	06/25/07	Billing - General	06/25/07	Assigned CapTel user's preferred carrier of choice designation to allow them to make long distance calls from CapTel phone.
356	06/22/07	Echo Sounds - CapTel user hears	06/22/07	Advised customer to make use of Volume and Tone settings to optimize sound quality on CapTel phone. Advised customer how to properly hold handset for echo reduction. Also advised customer of possibility of using an assistive listening device in conjunction with CapTel phone.

357	06/19/07	Accuracy of captions	06/19/07	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, Communication Assistant # for more specific follow up.
358	06/18/07	Billing - General	06/18/07	Assigned customer's preferred carrier of choice designation to allow them to make long distance calls to CapTel user.
359	06/18/07	Disconnect/Reconnect during calls	06/18/07	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent tips to reduce their occurrence.

360	06/18/07	Dialing Issue - Unable to dial regional 800 number	06/18/07	Technical Support made an adjustment to enable outbound call to regional number. This resolved the experience.
361	06/18/07	Accuracy of captions	06/18/07	Customer shared feedback regarding accuracy of captions on one call. Noted other calls were of no problem. Customer Service Representative apologized for incidence and thanked customer for the feedback. Reported incidence of errors to call center personnel. Also explained to customer how errors may occur.
362	06/18/07	Disconnect/Reconnect during calls	06/18/07	Explained to customer why disconnection/reconnection might be occurring and sent an email explaining how the quality of the phone line or phone network can affect the performance of the CapTel phone.

363	06/15/07	Disconnect/Reconnect during calls	06/15/07	Explained to customer why disconnect/reconnect might be occurring and advised customer to contact phone service provider to have lines checked.
364	06/15/07	Dialing Issue - Unable to dial regional 800 number	06/15/07	Technical Support made an adjustment so CapTel user can successfully make captioned call to regional 800 number.
365	06/14/07	Disconnect/Reconnect during calls	06/14/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent letter with tips to reduce their occurrence.

366	06/13/07	Billing - General	06/13/07	Assigned CapTel user's preferred carrier of choice designation to allow them to make long distance calls from CapTel.
367	06/13/07	Disconnect/Reconnect during calls	06/13/07	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
368	06/12/07	Disconnect/Reconnect during calls	06/12/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

369	06/11/07	Billing - General	06/11/07	Technical Support contacted cellular phone provider to resolve caller's inability to reach CapTel user via CapTel Service.
370	06/11/07	Captions - dropped characters/garbled text	06/11/07	Advised customer to confirm the quality of his second line with his phone co. Customer confirmed that the phone is working properly now.
371	06/08/07	Disconnect/Reconnect during calls	06/08/07	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

372	06/08/07	Disconnect/Reconnect during calls	06/08/07	Explained to customer the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and explained some tips.
373	06/08/07	Disconnect/Reconnect during calls	06/08/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
374	06/07/07	Disconnect/Reconnect during calls	06/07/07	Customer reported a single call with repeated incidence of disconnect and reconnection during their captioned call. Reviewed with customer what may be causing disconnect / reconnect incidence to occur and requested customer monitor date and time of any future incidences and report them to Customer Service.

375	06/07/07	Disconnect/Reconnect during calls	06/07/07	<p>Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.</p>
376	06/06/07	Disconnect/Reconnect during calls	06/06/07	<p>Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.</p>
377	06/06/07	Billing - General	06/06/07	<p>Assigned CapTel user's preferred carrier of choice designation to allow them to make long distance calls from CapTel.</p>

378	06/06/07	Billing - General	06/06/07	Discussed need to register long distance carrier of choice with caller and registered voice user accordingly.
379	06/06/07	Accuracy of captions	06/08/07	Customer shared feedback regarding captioning accuracy. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up with the Communication Assistant.
380	06/05/07	Echo Sounds - CapTel user hears	06/05/07	Advised customer to make use of Volume and Tone settings to optimize sound quality on CapTel phone. Advised customer how to properly hold handset for echo reduction.

381	06/05/07	Billing - General	06/05/07	Assigned CapTel user's preferred carrier of choice designation to allow them to make long distance calls from CapTel phone.
382	06/04/07	Accuracy of captions	06/04/07	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, Communication Assistant # for more specific follow up.
383	06/04/07	Accuracy of captions	06/04/07	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up.

384	06/04/07	Disconnect/Reconnect during calls	06/04/07	<p>Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.</p>
385	06/01/07	Dialing Issue - Phone line does not require 1 when dialing 800 number	06/01/07	<p>Technical support removed "1" from unit's "data-in" outbound dialing number. Problem resolved. Customer able to make outbound captioned call after this adjustment.</p>
386	06/01/07	Disconnect/Reconnect during calls	06/01/07	<p>Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.</p>